

Fraud, Waste & Abuse

What is Healthcare Fraud, Waste & Abuse (FWA)?

Fraud is knowingly and willfully executing, or attempting to execute, a scheme or artifice to defraud any healthcare benefit program or to obtain (by means of false or fraudulent pretenses, representations, or promises) any of the money or property owned by, or under the custody or control of, any healthcare benefit program.

Waste is the overutilization of services, or other practices that, directly or indirectly, result in unnecessary costs to the Medicare program. Waste is generally not considered to be caused by criminally negligent actions, but rather the misuse of resources.

Abuse includes actions that may, directly or indirectly, result in unnecessary costs to the Medicare Program, improper payment, payment for services that fail to meet professionally recognized standards of care, or services that are medically unnecessary. Abuse involves payment for items or services when there is no legal entitlement to that payment, and the provider has not knowingly and/or intentionally misrepresented facts to obtain payment. Abuse cannot be differentiated categorically from fraud, because the distinction between "fraud" and "abuse" depends on specific facts and circumstances, intent and prior knowledge, and available evidence, among other factors.

Intent is the key distinction between Fraud and Abuse. An allegation of waste and abuse can escalate into a fraud investigation if a pattern of intent is determined.

How does Fraud, Waste & Abuse Affect You?

FWA diverts significant resources away from necessary health care services, which results in paying higher co-payments and premiums, and other costs. Fraud can also impact the quality of care you receive and even deprive you of some of your health benefits.

Who Can Commit Fraud?

There are many types of health care fraud, which can be committed by individuals, medical providers, employers, and others.

Examples of Individual Fraud

- Using someone else's ID card or loaning your ID card to someone not entitled to use it.
- Providing false statements on an enrollment application, such as adding spouse or dependent information to obtain coverage.
- Visiting different doctors to obtain multiple prescriptions.
- Providing false information in order to receive medical coverage or services.

- Failing to report other insurance, or to disclose claims that were a result of a work-related injury.

Examples of Provider Fraud

- Billing for services that were not provided to the patient.
- Providing services that are not medically necessary for the purpose of maximizing reimbursement.
- "Upcoding" – billing for a more costly service than was actually provided.
- "Unbundling" – billing each step of a test or procedure as if it were separate instead of billing the test or procedure as a whole.
- Waiving member co-pays or deductibles.
- Accepting kickbacks for member referrals.

How We Are Fighting Fraud

Zing Health fights fraud and helps protect the monies our members spend on healthcare using fraud-detection software, fraud hotlines, audits, data analysis and other tools to identify and investigate improper, deceptive, and fraudulent billing.

Identify – Zing employees are trained on how to identify possible fraud and abuse and will refer these issues to our Compliance Department for investigation.

Detect – Compliance staff perform investigations and conduct activities to verify medical necessity, appropriateness of services, proper billing, eligibility for coverage, and more.

Prevent – Zing performs monitoring and data analysis designed to prevent and detect FWA.

How You Can Help

If you become aware of any possible compliance issues or any fraud, waste or abuse issues, please contact our Compliance Department:

Call our toll-free Compliance Hotline at 1-844-919-4458. This number is available 24 hours a day 7 days a week. You may leave your name and number or choose to remain anonymous.

In writing – Zing Health, ATTN: Compliance Dept., 303 W. Madison St., Suite 800; Chicago IL 60606

Via email to fwa@myzinghealth.com or compliance@myzinghealth.com

All reports are investigated and involve the appropriate federal and state agencies when necessary.

Zing Health does not retaliate against an employee, member, provider or vendor who reports compliance or FWA issues.